



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending September 30, 2012

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$2,025.83	\$2,004.40	\$1,549.63	\$5,579.86
B. Number of credits issued for repairs - 24 - 48 hours	182	181	241	604
C. Number of credits issued for repairs - 48 - 72 hours	22	39	39	100
D. Number of credits issued for repairs - 72 - 96 hours	11	16	6	33
E. Number of credits issued for repairs - 96 - 120 hours	1	4	5	10
F. Number of credits issued for repairs > 120 hours	10	6	8	24
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$795.00	\$1,800.00	\$2,240.00	\$4,835.00
B. Number of installations after 5 business days	18	28	40	86
C. Number of installations after 10 business days	2	2	5	9
D. Number of installations after 11 business days	0	1	2	3
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$12,400.00	\$17,600.00	\$17,550.00	\$47,550.00
B. Number of customers receiving credits	248	352	351	951
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments